

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Eastern Reception Diagnostic & Correctional Center				
Custody Level	4/5		Warden	Terry Russell
Total Acreage	213		Address	2727 Highway K
Acreage w/in Perimeter	76			Bonne Terre, MO. 63628
Square Footage	693,410		Telephone:	573-358-5516
Year Opened	2003		Fax:	573-358-0734
Operational Capacity/Count (as of November 30, 2012)	2721			
General Population Beds (capacity and count as of November 30, 2012)	Capacity – 1714 Count – 1708		Deputy Warden	Joe Hoffmeister, DWO
Segregation Beds (capacity and count as of November 30, 2012)	Capacity – 430 Count – 336		Deputy Warden	Jason Lewis, DWOM
Treatment Beds (capacity and count as of November 30, 2012) TCU Beds - Medical	Capacity – 24 Count – 8		Asst. Warden	Stan Jackson, G.P.
Work Cadre Beds (capacity and count as of November 30, 2012)	Capacity – 96 Count – 91		Asst. Warden	Stan Payne, R&D
Diagnostic Beds (capacity and count as of November 30, 2012)	Capacity – 1007 Count – 1217		Major	Fred Treece
Protective Custody Beds (capacity and count as of November 30, 2012)	Capacity – 72 Count – 72			

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?

Fair to Good

- b. What capital improvement projects do you foresee at this facility over the next six years?

- 1. The Johnson Controls Metasys BAS system needs upgraded within the near future. The BAS computer is NT bases computer, this is going to a big problem in the future.**
- 2. Replacement of the VFD for pumps 9 and 11. If the outside temperature falls to 25 degrees or below, we will not be able to adequately heat the institution without valving off sizeable sections of space.**
- 3. Replacement of the drives for pumps 7 & 8. The issue is similar to the issue in number one, but it pertains to the cooling of the institution instead of heating.**

- c. How critical do you believe those projects are to the long-term sustainability of this facility?
Without these improvements we will no longer be able to maintain the heat and cooling of the institution.

2. Staffing:

- a. Do you have any critical staff shortages?
COIs as reported last year continue to be at a monthly hiring rate of at least 5 each month creating staffing difficulties with an already minimal workforce. Considering the realignment directives given for CCM and SK attrition and the fact that the inmate population has been over our determined base for past twelve months; ERDCC's deficits in these areas make staffing for these positions an arduous task.
- b. What is your average vacancy rate for all staff and for custody staff only?
All staff average vacancy rate is 7.3, Custody average per month is 5 and Non Custody average per month is 2.3.
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
The accrual and usage of comp-time is difficult to manage as an effective balance is tricky to achieve. Administrative pressure to alleviate overtime or use comp-time causes a shift/institution to staff at the minimum levels. When the number of staff on site is increased to achieve goals outlined by administration, comp-time is also increased by default.
- d. What is the process for assigning overtime to staff?
The assignment of overtime to staff is done on a voluntary and mandatory basis which is governed by Procedures/Post Orders. One determines the need for a staff member to accrue overtime based on the minimum staffing needs of the shift/institution. If the shift is below minimum staffing, staff would need to volunteer to fill vacancies until the minimum staffing is met/achieved. If there are no volunteers, staff is mandated to stay and accrue comp-time based upon the mandatory overtime list until the minimum staffing is met/achieved.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? **Percentage of comp hours paid were 42% and hours used were 58%. The math is 42,543 total hours used and paid. 24,612 hours used and 17,931 paid.**
- f. Is staff able to utilize accrued comp-time when they choose?
Unfortunately for custody NOT usually due to staffing. Non-custody does seem to be able to utilize their comp time.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?

GP: 279 students enrolled (53%), 385 seats available, 72% seat utilization, 251 students on waiting list. As of October 9, 2012.

FY	Served	FY Gain	Reading	Math	Language
FY06	469	381 (81%)	62% 3.4	75.3% 3.7	74.8% 5.1
FY07	449	361 (80%)	58.4% 3.5	72.6% 3.7	71.0% 5.1
FY08	465	354 (76%)	57.2% 3.4	67.5% 3.6	65.4% 5.0
FY09	615	265 (43.2%)	15.0% 1.7	30.1% 1.2	18.0% 2.0
FY10	473	353 (74.6%)	58.1% 10.2	66% 12.1	62.2% 15.1
FY11	574	242 (42.2%)	11.8% 1.3	13.8% 1.1	17.4% 1.9
FY12	639	402 (62.9%)	93.3% 0.9	75.1% 1.5	77.1% 1.2

This chart shows the number of students who passed through our school during the fiscal year and % of those who showed grade level gains in each required subject area.

RD: 5 inmates earned their GED last year. They were not students. They were tested without being enrolled in school. It was the first year for GED testing on the diagnostic side.

- b. How many (and %) of inmate students earn their GED each year in this institution?

ERDCC

Department GED FY data

Tested	Pass	Fail	Sessions	%
FY 06	36	33	3	5 92%
FY 07	74	60	14	7 81%
FY 08	55	47	8	9 85%
FY 09	49	31	18	8 63%
FY10	82	55	27	11 67%
FY 11	59	49	10	11 83%
FY12	64	61	3	10 95%
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	419	336	83	61 80%

GED earned by age 17-22 FY09 7 FY10 6 FY11 8 FY12 11

- c. What are some of the problems faced by offenders who enroll in education programs?
- **Our offenders have low functioning math skills and/or low skills in written expression. Some remedies to this are to provide math pre-tests, advance core curriculum development in math and focus on calculator skills; establish writing portfolios and writing assignments at all grade levels; professional development for offender tutors and academic teachers in best practices.**
 - **Some offenders do not see the urgent relevance or need in obtaining their GED or in the curriculum material itself. Some remedies are one-on-one meetings by staff committee with offenders who are unmotivated or unwilling to participate. Staff development on relevancy and adult classroom material.**
 - **Many offenders exhibit learning disabilities for adult learners over the age of 22. Some remedies are to perform staffing on each offender who is identified as having a learning difficulty to determine if a learning disability exists and to ensure all documentation is current in order to request the appropriate accommodations for each individual learner.**

Currently, education does not offender programs on the diagnostic side.

Education is actively seeking ways to better serve offenders in diagnostic status. Our efforts to allow offenders to earn a GED while in diagnostic status have been shared with other diagnostic centers with encouragement to implement similar programs. Currently we are working to find the best way to offender Workplace Essential Skills to offenders on the diagnostic side.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?
ERDCC does not provide substance abuse treatment, but offers a 12 week substance abuse education program (Living in Balance) facilitated by classification staff.
- b. How many beds are allocated to those programs?
No beds are allocated for R&D.
- c. How many offenders do those programs serve each year?
Approximately 60 offenders on the permanent population side per year are enrolled. The program is not available to R&D offenders.
- d. What percent of offenders successfully complete those programs?
65-70% of those enrolled complete the program with the majority of the remainder discharged due to segregation assignment, disciplinary segregation assignment, or due to institutional transfers. Not applicable to R&D offenders.
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting? **Obtaining and training qualified persons who understand substance abuse issues and how the program is designed.**

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution? **ERDCC does not offer any vocational education programs**
- b. How many offenders (and %) participate in these programs each year? **N/A**
- c. Do the programs lead to the award of a certificate? **N/A**
- d. Do you offer any training related to computer skills? **N/A**

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?
A complete line of janitorial, laundry, kitchen and personal care products are manufactured at ERDCC. We also manufacture corrugated cartons.

- b. How many (and %) of offenders work for MVE at this site?
Twenty-Six (26) offenders are employed, representing 2% of offender workers available at ERDCC.
- c. Who are the customers for those products?
State agencies, institutions, city and county governments, political subdivisions, state employees, not-for-profit organizations and other tax supported entities.
- d. What skills are the offenders gaining to help them when released back to the community?
Work place essentials skills, including manufacturing procedures, production techniques, quality control, inventory control, cost control, work place safety, shipping and receiving. They are also obtaining applicable work skills and habits. Some positions qualify for the U.S. Department of Labor's Apprenticeship Program.

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care?
No. ERDCC survey dates are Dec 5-7, 2012.
- b. How many offenders are seen in chronic care clinics?
There are approximately 1817 offenders enrolled in chronic care clinics at ERDCC. The most common chronic illness is Cardiovascular, with 621 offenders currently enrolled, and the second most common is Hepatitis C, with 234 offenders currently enrolled.
- c. What are some examples of common medical conditions seen in the medical unit?
Routine illnesses seen in the medical unit include minor to severe infections, skin conditions, wounds and chronic back pain. Common emergency situations include chest pain, seizures, asthma attacks, sports related injuries and lacerations.
- d. What are you doing to provide health education to offenders?
Health education is provided to offenders through annual offender health fairs, through chronic care clinics, and through routine nursing sick calls. Health education pamphlets are also available in the health care department. Additionally, new offenders received at ERDCC are provided with oral and written education in their Reception and Orientation and Reception and Diagnostic packets.
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? If so, how did you respond?
No active TB cases in the past year.
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain.
Yes, the aging population affects health care in prison. Improved standards in correctional healthcare have led to longer patient life spans. The older the patient gets, the more likely they are to develop age related chronic diseases, thus increasing the demand on all aspects of healthcare delivery. Older patients require special housing facilities, i.e. nursing home style housing units. They increase the demand for healthcare staff to care for them. They also pose increased demand for medications, supplies and specialty care.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?
Offenders receive mental health services by submitting an MSR, referral by staff, or enrollment in the chronic care clinic.
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?
One suicide occurred during the past year.
- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?
Approximately 17% of the population of offenders at this facility are prescribed psychotropic medications for a mental illness.
- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?
Approximately 500 offenders are currently enrolled in the Mental

Health Chronic Care Clinic. These offenders are seen at minimum of once per month by a Qualified Mental Health Professional for assessment and Cognitive Behavioral Therapy and once every 90 days by a Psychiatrist for medication management. In addition, Mental Health Psycho educational groups are provided for all offenders in General Population as well as a specialized program for offenders in segregation. Crisis intervention is provided to all offenders as needed.

9. What is your greatest challenge in managing this institution?

The mere size and complexity of this institution is a challenge. With more than 2700 offenders and nearly 900 staff, it is a small city with the complexity of a Reception and Diagnostic Center, a level 4/5 general population unit and a minimum security unit within the security perimeter. These dynamics offer unique challenges and opportunities for management. The challenge is enhanced with issues such as managing call outs. FMLA and Leave Without Pay for the staff. In additions, the current economic climate of the nation and revenues of the State of Missouri present unique challenges in managing an institution of this size and operating within the boundaries of current budgetary constraints.

10. What is your greatest asset to assist you in managing this institution?

This institution is very fortunate to have an excellent Administrative Team and a host of hard working, dedicated employees committed to the Department's Mission.

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

Poor to Fair

The following list is a complete report on the status of the ERDCC vehicle fleet:

VEHICLE IDENTIFICATION NUMBERS						
LICENSE#	MAKE	CLASS	MILES	YEAR	CONDITION	DOC I.D. #
13-0014	FORD	FULL SIZE SEDAN	102575	2007	Fair/ Good	245853
13-0122	FORD	FULL SIZE SEDAN	106160	2007	Fair / Good	245852
13-0248	FORD	FULL SIZE SEDAN	177226	2007	Rough / High miles	244226
13-0371	INTERNATNL	PASSENGER BUS	67446	2010	good	15552
13-0508	FORD	FULL SIZE SEDAN	107922	2007	Fair / Good	245851
13-0824	FREIGHTLINER	2 TON FLAT BED	19651	2000	good	237275
13-0826	FORD	DUMP TRUCK	7507	2000	good	237334
13-0827	FORD	DUMP TRUCK	12540	2000	good	237333
13-0829	BLUEBIRD	PASSENGER BUS	249718	2001	Being replaced	238220
13-0860	FORD	FULL SIZE SEDAN	101844	2007	Fair / Good	243438
13-0862	DODGE	1/2 TON 2WD PICKUP	29367	2002	good	239619
13-0866	CHEVROLET	15 PASSENGER VAN	189021	2002	rough high miles/ uses oil	239691
13-0872	FORD	15 PASSENGER VAN	180100	2003	fair high miles uses oil front end weak	239873
13-0873	FORD	15 PASSENGER VAN	208718	2003	fair high miles uses oil front end weak	239874
13-0874	FORD	15 PASSENGER VAN	12145	2012	new	239875
13-0875	FORD	15 PASSENGER VAN	172121	2003	fair high miles uses oil front end weak	239876
13-0876	DODGE	MINI VAN	174400	2003	No longer in fleet	239893
13-0877	DODGE	MINI VAN	166368	2003	fair high miles used for v.p.	239894
13-0878	DODGE	MINI VAN	185890	2003	fair high miles used for v.p.	239895
13-0879	DODGE	MINI VAN	193956	2003	fair high miles used for v.p.	239896
13-0880	DODGE	MINI VAN	166297	2003	fair high miles	239897
32-0267	CHEVROLET	UPLANDER VAN	155466	2008	fair high miles	135140
32-0276	CHEVROLET	UPLANDER VAN	153072	2008	fair high miles	135149
32-0280	CHEVROLET	UPLANDER VAN	176552	2008	fair high miles	135141
13-0888	FORD	FULL SIZE SEDAN	169537	2008	fair/ high mileage/ paint peeling	244453
13-0890	FORD	F150 1/2 TON PICKUP	31910	2003	good	239933
13-0891	FORD	F150 1/2 TON PICKUP	21351	2003	good	239934
13-0892	FORD	F150 1/2 TON PICKUP	31919	2003	good	239935
13-0893	CHEVROLET	2500 HD 3/4 TON 4WD P/U	34361	2003	good	239977
13-0899	FORD	BOX BED	73014	2003	good	239987
13-0900	BLUEBIRD	PASSENGER BUS	212950	2003	fair/rough high miles	239997
13-0901	FORD	EXPLORER	68951	2003	Fair / Wrecked one side	240598

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation.

The overall level of morale at ERDCC among custody staff appears to be medium. Most of the negative issues impacting morale were things listed as not under the direct control of local supervisors and administrators. The survey indicated a positive local environment. Common concerns were low pay, rising costs of medical coverage and staffing.

13. Caseworkers:

A. How many caseworkers are assigned to this institution?

C&A: 2 CCMIIIs, 6 CCMI/IIIs, & 1 CCA

R&D: 8 CCMI/IIIs

GP: 16 CCMI/II's, 1 CCA

Grievance: 1 CCMII

TOTAL: 2 CCMII's, 31 CCMI/II's, & 2 CCA

B. Do you currently have any caseworker vacancies?

No vacancies at this time.

C. Do the caseworkers accumulate comp-time?

Due to budget constraints, comp time is not normally approved. However, staff may flex the time off later in the week if necessary.

D. Do the caseworkers at this institution work alternative schedules?

All work five 8-hour shifts, but start/end times range between 7:00am-4:30pm, Mon-Fri.

E. How do inmates gain access to meet with caseworkers? **Open office hours are held daily. The adseg case managers do rounds every day.**

F. Average caseload size per caseworker?

of disciplinary hearings per month?

- **GP: 22 avg. per each 13 CCMII's**

- **R&D: 41 avg. per each 6 CCMII's**

of IRR's and grievances per month?

- **IRR: 25 avg. per each 10 CCMII's**

- **Grievances: 94 avg. per 1 CCMII**

of transfers written per month? **GP: 49 R&D: 410**

of re-classification analysis (RCA's) per month? **GP: 215 RCAs R&D: 208 ICAs**

G. Are there any services that you believe caseworkers should be providing, but are not providing?

More programming services in areas such as Employability Skills/Life Skills and Substance Abuse

H. If so, what are the barriers that prevent caseworkers from delivering these services?

Reduction in staffing patterns coupled with lack of qualifications/training

I. What type of inmate programs/classes are the caseworkers at this institution involved in?

Pathways to Change, Anger Management, Impact of Crime on Victims, Inside Out Dads, Living In Balance, Employability Skills /Life Skills, New Offender Orientation, and Puppies for Parole

J. What other duties are assigned to caseworkers at this institution?

Orientation for incoming offenders in Diagnostic. Assisting with the yearly internal security audits, update offender management plans (TAPS), review offender program plans following administrative segregation releases, serve on segregation hearing committees, assist with clothing/laundry/and legal mail issues, receive/process visiting and food visit request forms, receive and review incentive housing application requests, direct and monitor the Puppies for Parole program activities, receive and validate Qualified Legal Claim forms, assist offenders with telephone and Canteen kiosk issues, receive requests for information from family members and supervisory staff, answer offender correspondence, make pertinent electronic chronological log entries, assist custody staff with escorts/searches/security checks, and arrange/monitor special phone call requests.

14. Institutional Probation and Parole officers:

A. How many parole officers are assigned to this institution? **11**

B. Do you currently have any staff shortages? **No**

C. Do the parole officers accumulate comp-time?

Yes, the parole officers at ERDCC do accumulate comp-time on occasion. Generally, this only happens when they attend training or meetings away from the institution or travel to another institutional parole office to assist them.

D. Do the parole officers at this institution flex their time, work alternative schedules?

Yes. We encourage staff to flex their time during the FLSA workweek as necessary to best assist offenders and ERDCC staff.

E. How do inmates gain access to meet with parole officers?
Parole officers meet with R&D offenders in staff dining every day during the morning hours, by utilizing the lay-in process. Parole Officers meet with GP offenders every day in the afternoon hours in their respective housing units. If offenders are in PC, Ad Seg, Medical or must be seen ASAP, officers go to the housing units to see them.

F. Average caseload size per parole officer? **280**

- # of pre-parole hearing reports per month? **102**
- # of community placement reports per month? **9**
- # of investigation requests per month? **83**

G. Are there any services that you believe parole officers should be providing, but are not providing?
A few parole officers at ERDCC have completed the Pathways to Change facilitator training and are available as needed. Staff have also attended training for the MRP/TAP and will assist in whatever way the institution wishes to utilize them. They are also involved in the orientation program for new offenders.

H. If so, what are the barriers that prevent officers from delivering these services?
The administration/staff at ERDCC work very well with parole staff.

I. What type of inmate programs/classes are the parole officers at this institution involved in?
Parole officers are involved in the Friends and Family Orientation Program, Employability Skills/Life Skills Classes, Pathways to Change and MRP/TAP and a Pre-release Program for offenders that are within 4 months of their projected release date. Offenders are shown a film that is designed to help them to be successful on supervision when released. Parole officers are available to answer any questions the offenders may have regarding a successful release on parole.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. **We continue to strive for innovative methods to maintain our fiscal responsibility during the current budgetary climate.**

16. Does your institution have saturation housing? **No** If so, how many beds? **N/A**

17. Radio/Battery Needs:

- What is the number of radios in working condition?
We have 500 radios in good working condition
- Do you have an adequate supply of batteries with a good life expectancy?
Yes we do for the new radios. We received 2 batteries with each radio. These are the new Li-ion battery's and their life expectancy is supposed to be better than the old batteries. They still have the same problem with over charging and memory but they should last longer. They can not be reconditioned and when they are bad we dispose of them. We have a total of 840; the manufacturer says the batteries are good for 1 year. We have 80 of the old radios still in service and we only have 50 good batteries for them. I have requested an additional 80 be ordered to make up the difference. Note: If batteries are not properly cared for the life expectancy would be greatly reduced, i.e. over charging and if they receive damage to clips while trying to be installed.
- Are the conditioners/rechargers in good working order?
We do not use conditioners for the new batteries. All chargers are new and in good working condition.